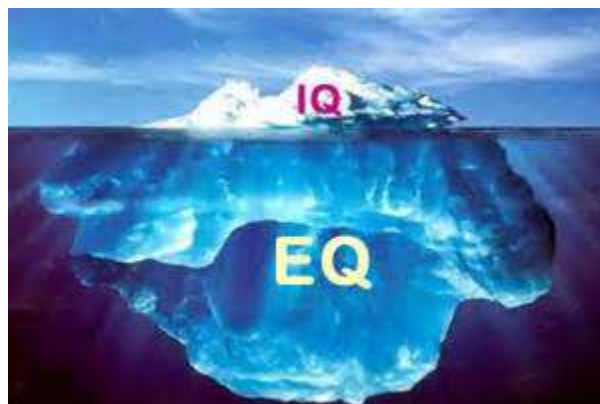


## January through March 2016 External Class Schedule

*Can you walk into a room and sense the mood?*



*Can you recognize the emotional states of others?*

***Did you know that Emotional Intelligence (EQ) can account for 60-80% of one's job performance?***

EQ is the ability to recognize one's own and other people's emotions, to discriminate between different feelings and label them appropriately, and to use emotional information to guide thinking and behavior. Unlike IQ, EQ is a skill that you can learn and develop. All of our ALCO Leadership classes have a section on Emotional Intelligence (EQ) and, because it is so important, we also offer it as a stand-alone class. Consider taking any of the following classroom, online and video training, in any order, to help you improve your own Emotional Intelligence.

### **Classroom Training:**

- Behavioral EQ, March 10, 2016
- Team Lead Development Program, February 3, 10, 17, 24, March 2, 9 (6 sessions)
- Supervisor Development Program, March 16, 23, 30, April 6, 13, 20 (6 sessions)

### **Online Learning, 4 minutes to 1 hour:**

- What is Emotional Intelligence?
- Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
- Using Emotional Intelligence on the Job
- Emotional Intelligence at Work
- Emotional Intelligence at Work Simulation
- How High Is Your EQ?

**Register by clicking [here](#)**

## **Leadership & Management Development**

### **ALCO LEADERSHIP**

- **Supervisor Development Program (SDP) – March 16, 23, 30, April 6, 13 & 20 (Six day series)**  
**For First-line Supervisory Level**  
A comprehensive training program that covers essential skills in six dimensions for supervisors: Strategic Thinking Leadership, Political Acumen, Leading and Managing People, Customer Service, Business Acumen/Organizational Planning and Ethics and Financial Accountability.  
**Note: By registering for the first session, you will be registered for the entire series.**
- **Team Lead Development Program (TLDP) – February 3, 10, 17, 24, March 2 & 9 (Six, Half-day Series)**  
**For Project/Team Leaders**  
A comprehensive training program for team and/or project leads focusing on essential skills in the six dimensions: Strategic Thinking Leadership, Political Acumen, Leading and Managing People, Customer Service, Business Acumen/Organizational Planning and Ethics and Financial Accountability.  
**Note: By registering for the first session, you will be registered for the entire series.**

## FOR MANAGERS & SUPERVISORS:

- **Making the Transition to Leadership: From Buddy to Boss – January 7**

**For new managers and supervisors only**

The transition from line employee to the role of leader is one of the most significant and challenging career steps. New leaders face new expectations, changing relationships, added responsibilities, and the need to develop additional skills. Research shows that at least 75% of all managers and leaders have not successfully made the transition. Participants will explore the challenges faced by new leaders and learn some of the skills needed to successfully make the transition to a leadership role.

- **Promoting Employee Engagement – February 1**

**For managers, supervisors and leads only**

Studies show that highly engaged employees are 480% more committed to helping their organizations succeed than non-engaged employees. What is the difference between a motivated employee and an engaged employee? Leads, supervisors and managers will learn how engagement drives productivity and team morale and what they can do to increase employee engagement.

- **7 Habits for Managers\* – March 17 & 24 (Two Day Course)**

**For managers and supervisors only**

The “Industrial Age” approach to management focused on controlling employee behavior. In contrast, today’s “Knowledge Worker Age” demands a different approach: to unleash the full potential of employees and empower them to make their best contributions.

This intensive, application-oriented learning experience utilizes a set of tools to help managers meet today’s management challenges, including conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, and employee development. It’s a unique, new approach to management development that helps your management team move from getting good results to attaining great and enduring results. Based on 7 Habits of Highly Effective People.

## Skill Development for All Staff

- **Addressing Emotions at Work – February 26**

Emotions are as much a part of the workplace as the air we breathe. When we are not in control, our productivity and relationships suffer. This class will provide you with strategies to address strong emotions - your own, and when appropriate, those of people you work with.

- **Behavioral Emotional Intelligence (EQ)\* – March 10**

Behavioral Emotional Intelligence (EQ) focuses on how effectively people work with others. Studies have shown that Emotional Intelligence competencies account for the difference between star performers and average performers, particularly in positions of leadership. Behavioral EQ is a new approach that shows how behaviors can be used to put EQ into action. It identifies skills that can be learned and developed, turning an interesting concept into a powerful workplace advantage.

- **Grammar Fundamentals\* – March 14 & 15 (Two day course)**

Referencing the book “Grammar for Grownups” this two day course answers nagging questions about the use of grammar and punctuation. Participants will be able to identify and correct their grammar mistakes to clearly convey e-mail messages, letters, and business documents.

- **Listening in a Hectic World – February 29**

Listening is a vehicle to get the information needed to accomplish work objectives. Everyone needs to be able to tune out the “noise” and tune in on what is important. Effective listening is a powerful tool for maintaining the constructive relationships needed for ongoing job effectiveness. Learn how a listening approach balances the demands of getting the information we need with the awareness that every interaction provides an opportunity to cement solid work relationships with others.

- **Managing Your Priorities – February 23**

You will learn to deal with interruption effectively, clarify tasks, ask for help, and delegate tasks. You will also learn four interpersonal techniques that make workflow more smooth and productive.

- **Political Astuteness/Savvy – January 28**

Achieve optimal program goals and results. Be more successful in your current job and position yourself for growth opportunities. Participants will understand what political astuteness is, what value it has to them and their programs, and how to develop and apply it.

- **Speaking to Influence Others – March 25**

Speaking clearly, concisely, and convincingly is especially important in today’s fast-paced work environment, where people are continually bombarded with competing requests for their attention. Learn speaking techniques and strategies that achieve results by gaining attention, ensuring the understanding, and influencing the actions of others.

- **The FISH! Philosophy – January 20**

The FISH! Philosophy fulfills the most basic needs of human beings who, in turn, fulfill the needs of the organization – more connected teams, better communication, extraordinary service and higher retention. Learn a set of simple, practical tools to help you build stronger relationships that equip you to face your challenges more effectively. It gives us a new language to talk through four key practices about how we want to treat each other, how we want to impact others and how to keep these ways of being in the forefront of our minds every day.

## County Policies and Procedures

### FOR ALL STAFF:

- **Advanced Driving Skills – January 21**

Recommended for everyone, especially those who drive County vehicles. The Advanced Driving Skills seminar offers highly developed driving techniques to experienced drivers that most drivers never have a chance to learn. Experienced drivers will learn the kind of practical information that really makes a difference in traffic collision avoidance.

## Computer Training

### Adobe Applications

- **Adobe Acrobat Professional X Fundamentals\* – March 30**

You may have used different applications to create documents for your own reference. However, you may now be required to share your files electronically by email, over a network, or on the web, so that recipients can view, print, and offer feedback. In this course, you will use Adobe® Acrobat® X to make your information more portable, accessible, and useful to meet the needs of your target audience.

### Microsoft Application Suite 2010

- **Microsoft Access 2010 Fundamentals\* – March 10**

This course is designed for students who wish to learn the basic operations of the Microsoft Access database program to perform their day-to-day responsibilities, and who want to use the application to be more productive in their work. It provides the fundamental knowledge and techniques needed to use more complex Access features such as maintaining databases and using programming techniques that enhance Access applications.

- **Microsoft Excel 2010 Advanced\* – March 22**

This course was designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data. You will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets, and share Excel data with other applications.

- **Microsoft Excel 2010 Fundamentals\* – January 20 or March 3**

Learn to create, edit, and enhance standard business documents using Office Word 2010. Explore the format text, paragraph, add tables to a document, add graphic elements, and control the documents page setup and its overall appearance. Finally, proof your documents to make them more accurate

- **Microsoft Excel 2010 Intermediate\* – February 2**

Learn how to streamline repetitive tasks and to display spreadsheet data in visually effective ways. You will be taught how to enhance your spreadsheets with templates and charts. Learn to work with graphics, i.e. insert and modify pictures and clipart, and illustrate workflow using SmartArt Graphics. Explore how to calculate with advanced formulas and calculate data across worksheets.

- **Microsoft Outlook 2010 Fundamentals\* – February 4**

You will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes.

- **Microsoft Word 2010 Fundamentals\* – January 27**

Learn to create, edit, and enhance standard business documents using Office Word 2010. Explore the format text, paragraph, add tables to a document, add graphic elements, and control the documents page setup and its overall appearance. Finally, proof your documents to make them more accurate

### Microsoft Application Suite 2013

- **Microsoft Excel 2013 Fundamentals\* – February 25**

In this course, you will gain a foundational understanding of the basic functionality in Excel 2013. You will begin by navigating the Excel 2013 environment. From there, you will perform the basic tasks associated with creating and saving Excel worksheets and exploring the Help system. You will use formulas and functions to perform calculations in your worksheets, and you will modify worksheets by manipulating cells and data, by searching for and replacing data, and by checking for spelling errors. You will format worksheets and prepare them for printing. You will also begin working with larger workbooks that contain multiple worksheets. Finally, you will customize how Excel behaves to more closely meet your needs.

To **REGISTER** online for any of our classes, click on [Register](#) or type in <http://alameda.netkeepers.com/TPOnline/TPOnline.dll/Home> into a web browser. To **VIEW** our catalog, **REGISTRATION MANUAL**, or to access our **ONLINE REGISTRATION POLICIES & PROCEDURES** for fee classes, click on **Information** or type in <http://dsmain.acgov.org/docushare/dsweb/View/Collection-997> into a web browser. To view a chronological **CLASS LIST**, click on **Class List** or type in <http://www.acgov.org/conference/schedule.htm> into a web browser. ([Alameda County Course Competency Grid Link Here](#)) or type: (<http://dsmain.acgov.org/docushare/dsweb/Get/Document-23819>). (For **QUESTIONS**, call the Training & Education Center at 510-272-6467 or email [aclearningcenter@acgov.org](mailto:aclearningcenter@acgov.org). Classes can be customized for your organization and held on site. Please call (510) 272-6467 for more details.

